IT'S HOW WE CONNECT

Cisco SRP527W Router

DOT (Digital Office Technology)™ User Guide

July 2013

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Section 1. What's in the Box

Router (Cisco® Small Business Pro – SRP527W)

Figure 1 Cisco SRP52W Wi-Fi Router

The router connects all your equipment (like phones, computers, etc.) to the Internet. Using cables or a wireless (Wi-Fi) connection, your equipment connects to the router, and then the router connects to the Internet.

Broadband Backup Modem (if purchased)

Figure 2 USB Broadband Backup Modem

In the unlikely event that you lose your DSL connection, Broadband Backup allows you to keep your Internet (but not phone, fax, or EFTPOS) access by switching over to the Next G® network.

If you didn't order Broadband Backup, but think you might need it, phone us on 13 2000 and say "Digital Office Technology" when prompted.

DOT Self-Install CD

Figure 3 The DOT Self-Install CD

The Self-Install CD is your complete self-installation guide. It will help you with your first install or to modify your DOT installation when installing more services.

If you don't have the CD or have misplaced or lost it, you can download the software from your Telstra Online Services Portal (*telstrabusiness.com/business/login.jsp*). Go to the *Bundles* tab in the *My Account* page.

Section 2. Setting up your system

IMPORTANT INFORMATION

* You must use the included Self-Install CD to set up or change your service. The CD is specially designed to set up your equipment.

Depending on your setup, this will take 30 to 60 minutes, and you'll need approximately 150 MB of free space on your computer.

Before you get started

Disconnect your computer from any existing networks, including Wi-Fi networks.

Have on hand the following items:

- the Self-Install CD;
- the Despatch Letter (containing the mobile number for the Broadband Backup, if ordered);
- your equipment (as described in the "Despatch Letter");
- included cables (and additional ones: for example, if you'll need a cable longer than 2 metres);
- a printout of the DOT Configuration Summary email that you received when you signed up for DOT;
- a computer that you have administrative rights on, with the following minimum system requirements:
  - 128 MB RAM;
  - 150 MB of free hard disk space;
  - Windows® XP SP2 or later, or Mac® OS X v10.4 or later.

Running the Self-Install CD

To run the Self-Install CD:

1. Insert the CD into your computer's CD drive.

Windows: The installation will begin automatically. If the installation does not begin automatically, navigate to the CD drive on your computer and double-click the file called setup.exe.

Mac: A DOT icon will appear on your desktop. Double click it to begin the installation.

2. Follow the on-screen instructions to install and customise your equipment.

Installing your router

Install the router as per the instructions on your Self-Install CD. When installed and operating correctly, it will display lights on its front panel, as described in Table 1. It should be noted that not all the lights will appear flashing or on at the same time.

Table 1 Cisco Router function lights

LABEL	LIGHT – SOLID GREEN	LIGHT – FLASHING
POWER/SYS	When the router has successfully booted and is ready to use.	When the router is booting.
LAN (1–4)	When a connection is established to your PC or Phone	When there is activity on the LAN port.
Phone (1–2)	When a connection is established to your EFTPOS, FAX or Integrated Access Device.	When there is activity on the Phone port.

LABEL	LIGHT – SOLID GREEN	LIGHT – FLASHING
DSL CD	When the router is connected to the Telstra Broadband network	When an ADSL service is detected
DSL Data	This light will either be flashing or OFF. If turned Off, there is no ADSL activity	When there is ADSL activity on the line
WLAN	When the wireless transmitter is powered ON and operational.	When there is wireless activity on the WLAN port.
USB	When the connected USB device is operational.	When there is a device failure or unsupported device.
WPS	When Wi-Fi Protected Setup (WPS) is operational	Slow flash while setup is in progress. Fast flash indicates setup error.

Using Wireless (Wi-Fi) Networking

Wireless (or Wi-Fi) networking means allowing several computers to share Internet and network access without needing cables. Each computer on the Wi-Fi network receives Internet access wirelessly.

Enabling your Wi-Fi Adaptor

You must enable your personal computer's (PC) Wireless Network Adapter prior to configuring wireless connectivity.

PC (Microsoft® Windows®) users

Most PCs have a switch, usually located on the side or front of the PC. Please set the switch to the ON position (please refer to your PC manufacturer manual for help in locating the switch). The switch's status is often indicated by a light on the PC panel and by the following symbols:

or

You will need to ensure that your Wi-Fi adaptor is enabled by accessing the Network Connections menu. You can find this menu by visiting 'Control Panel' and then 'Network and Internet Connections' (this may vary slightly depending on your version of Windows).

PC (Apple® Mac®) users

Mac users must activate AirPort. You will need to access the Network Menu which can be found by visiting the Apple menu and then Systems Preferences menu.

If your Mac's AirPort switch is set to OFF, you will see the following icon on the menu bar:

If your Mac's AirPort switch is set to ON but disconnected, you will see the following icon on the menu bar:

If your Mac's AirPort switch is set to ON and your Mac is transmitting, you will see the following icons on the menu bar, indicating that your Wi-Fi is ON and also indicating signal strength:

Setting up your Wi-Fi network

Set up your wireless network using the Self-Install CD that came with your package.

Adding another computer to the Wi-Fi network

Once your Wi-Fi network is set up, you can add new computers to it. All computers on the Wi-Fi network will share Internet access without needing any cables.

> Note: To add a new computer to the Wi-Fi network, you'll need your network name and password. See 'Finding or changing your network name (SSID) and password (WPA-PSK) codes' below.

To add a new computer to your existing Wi-Fi network:

1. Starting with a computer that is NOT on the Wi-Fi network, insert the Self-Install CD. The self-install software will begin automatically (if you're using a Mac®, double-click the DOT icon on your desktop).
2. Follow the on-screen instructions until you get to the SELECT INSTALLATION TYPE screen (Figure).

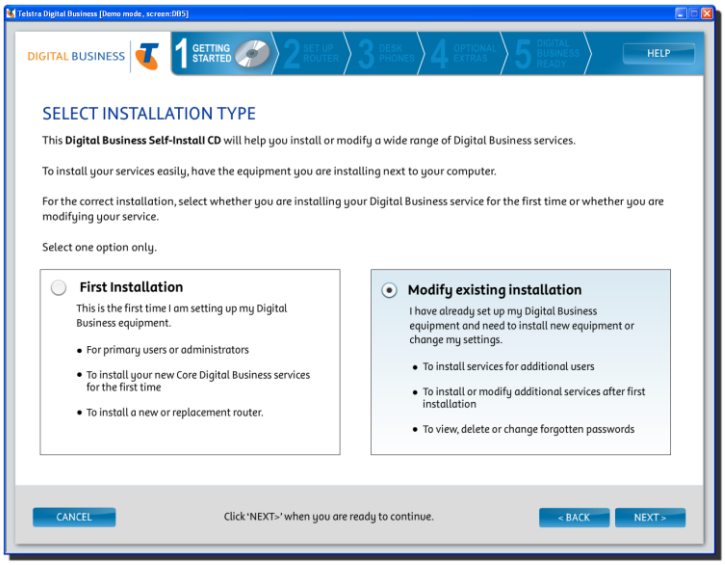

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION TYPE
This Digital Business Self-Install CD will help you install or modify a wide range of Digital Business services.
To install your services easily, have the equipment you are installing next to your computer.
For the correct installation, select whether you are installing your Digital Business service for the first time or whether you are modifying your service.
Select one option only.
First Installation
This is the first time I am setting up my Digital Business equipment.
• For primary users or administrators
• To install your new Core Digital Business services for the first time
• To install a new or replacement router.
Modify existing installation
I have already set up my Digital Business equipment and need to install new equipment or change my settings.
• To install services for additional users
• To install or modify additional services after first installation
• To view, delete or change forgotten passwords
CANCEL
Click 'NEXT>' when you are ready to continue.
< BACK
NEXT >

Figure 4 Select Installation Type screen

3. On the *SELECT INSTALLATION TYPE* screen, choose *Modify existing installation*, and then click the *Next* button. The *SELECT INSTALLATION OPTIONS* screen will appear (Figure).

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION OPTIONS
The menu below outlines a list of services and features you can install.
Carefully select the Digital Business services you have purchased. The estimated installation time and instructions will follow.
If you forget to select a service(s) you need to install, you can install it later, after your first installation by selecting the 'Modify installation' option.
Refer to your Digital Business Order Summary, provided to you at the time of placing your order, for the list of services you purchased and will need to install.
Digital Business Package
Additional Digital Phones (Office or Unified Package)
Analogue devices (Cordless Phones, Fax, EFTPOS)
Integrated Access Device (Linksys Phone Adapter) (required for support of more than two analogue devices)
Set up or Disable Wireless (Wi-Fi) Network
Broadband Back-up (Next G® USB)
Set up or Disable Remote Working (VPN)
Your PC
Connect this PC to Wireless (Wi-Fi) Network
Please ensure you have already "Set up Wireless (Wi-Fi) Network" before choosing this option.
Setup this PC for Remote Working (VPN)
Please ensure you have already "Set up Remote Working (VPN)" before choosing this option.
CANCEL
Click 'NEXT>' when you are ready to continue.
< BACK
NEXT >

Figure 5 Select Installation options

4. On the right side of the *SELECT INSTALLATION OPTIONS* screen, check the box next to *Connect this PC to Wireless (Wi-Fi) Network*, then click the *Next* button.

5. Follow the on-screen instructions to finish setting up the computer.

Follow steps 1-5 listed above for each computer you want to add to the Wi-Fi network.

Finding or changing your network name (SSID) and password (WPA-PSK) codes

1. Starting with a computer that is ALREADY on the Wi-Fi network, insert the Self-Install CD. The self-install software will begin automatically (if you're using a Mac®, double-click the DOT icon on your desktop).
2. Follow the on-screen instructions until you get to the *SELECT INSTALLATION TYPE* screen.
3. On the *SELECT INSTALLATION TYPE* screen, choose *Modify existing installation*, and then click the *Next* button. The *SELECT EQUIPMENT/SERVICES TO INSTALL* screen will appear.
4. On the left side of the *SELECT EQUIPMENT/SERVICES TO INSTALL* screen, check the box next to *Set up or Disable Wireless (Wi-Fi) Network*, then click the *Next* button. The *SECURITY INFORMATION* screen will appear. Your SSID and WPA-PSK codes will be displayed on the screen.

If you want to modify the SSID and/or password, carry out the following steps:

1. Click the *Modify* button to change your codes.
2. Click the code that you want to change, then type the new code.
3. Click *Accept* to save your change and then click *Next*.

Setting up Broadband Backup

Note: Broadband Backup is an optional service (additional charges apply) that can allow you to continue using the Internet (but not phones, faxes, or EFTPOS) even when your DSL connection is lost. If you'd like to learn more about Broadband Backup, phone us on 13 2000 and say "Digital Office Technology" when prompted.

Set up your Broadband Backup using the Self-Install CD.

How do I know when it's working?

The Broadband Backup modem has two LEDs: one for power and one for data (Figure).

Figure 6 Broadband Backup modem

The Power light will always be solid blue when the modem is working and power is supplied.

The Data light will flash blue when you're connected to the Internet using your everyday DSL connection. If you lose your DSL connection, then the Data light will stop flashing and become solid.

Section 3. Remote Working (working away from your office)

Remote working allows users to connect to the organisation's local area network from external locations, for example, from home. To enable this functionality a username and password must be created for the organisation and for each individual user. The organisation is also referred to as the Group. To setup Remote Working there are two steps involved:

- Setting up Remote Working on the router, and
- Setting up the Remote Working client on individual PCs.

> Note: Remote Working is helpful for sharing private data on your network (for example using a shared hard drive). If you don't share data then you don't need remote working.

You must use the Self-Installation CD to configure Remote Working on the router. The Self-Install CD must also be used to install the remote working software on each user's PC.

> Note: Your computer or laptop must meet the following minimum system requirements in order to install, configure and use the Remote Working (VPN) feature:

COMPUTER	OPERATING SYSTEM	REQUIREMENTS
Computer with Pentium class processor or greater, including Tablet PC	Windows® 7 (32/64 bit) Windows Vista (32/64 bit) Windows XP 32 bit	Microsoft® TCP/IP installed (Confirm via Start > Settings>Control Panel>Network>Protocols or Configuration) 50 MB Hard Disk space 256 MB RAM
Apple® Mac®	Mac OS X Version 10.6 or later	50 MB Hard Disk space PPC or Intel processor

Set-up Remote Working on the Router for your Business

To set up remote working on the router, do the following:

1. Connect the PC to the Router using an Ethernet cable. Insert the Self-Install CD.

   Windows: The installation will begin automatically. If the installation does not begin automatically, navigate to the CD drive on your computer and double-click the file called setup.exe.

   Mac: A DOT icon will appear on your desktop. Double click it to begin the installation.

2. On the Self-Installation welcome screen, press the *Next* button until you arrive at the '*SELECT INSTALLATION TYPE*' page.

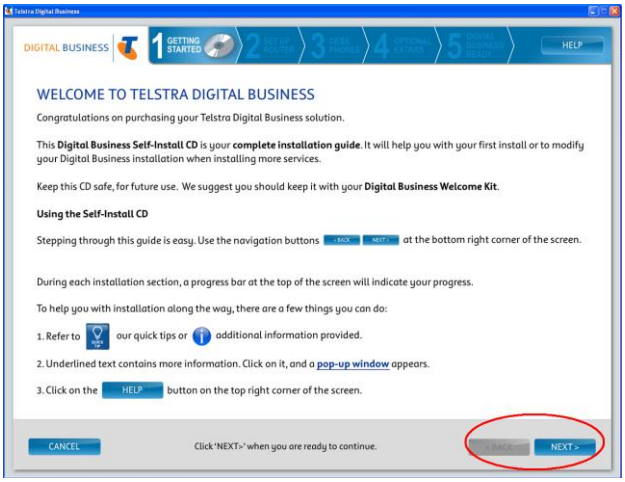

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
WELCOME TO TELSTRA DIGITAL BUSINESS
Congratulations on purchasing your Telstra Digital Business solution.
This Digital Business Self-Install CD is your complete installation guide. It will help you with your first install or to modify your Digital Business installation when installing more services.
Keep this CD safe, for future use. We suggest you should keep it with your Digital Business Welcome Kit.
Using the Self-Install CD
Stepping through this guide is easy. Use the navigation buttons < BACK NEXT > at the bottom right corner of the screen.
During each installation section, a progress bar at the top of the screen will indicate your progress.
To help you with installation along the way, there are a few things you can do:
1. Refer to our quick tips or additional information provided.
2. Underlined text contains more information. Click on it, and a pop-up window appears.
3. Click on the HELP button on the top right corner of the screen.
CANCEL
Click 'NEXT>' when you are ready to continue.
< BACK
NEXT >

Figure 7 Installing Remote facilities

3. Select 'Modify existing installation' and press the *Next* button (Figure).

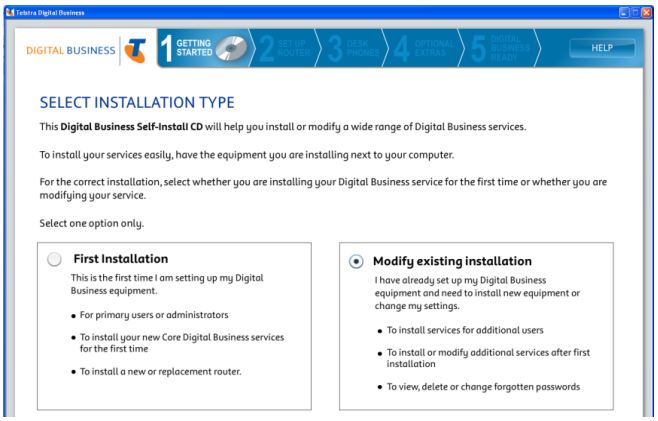

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION TYPE
This Digital Business Self-Install CD will help you install or modify a wide range of Digital Business services.
To install your services easily, have the equipment you are installing next to your computer.
For the correct installation, select whether you are installing your Digital Business service for the first time or whether you are modifying your service.
Select one option only.
First Installation
This is the first time I am setting up my Digital Business equipment.
• For primary users or administrators
• To install your new Core Digital Business services for the first time
• To install a new or replacement router.
Modify existing installation
I have already set up my Digital Business equipment and need to install new equipment or change my settings.
• To install services for additional users
• To install or modify additional services after first installation
• To view, delete or change forgotten passwords

Figure 8 Modify Existing Installation

4. To set-up or disable Remote Working for your company, click on the 'Set up or Disable Remote Working (VPN)' check box (see Figure) and press the *Next* button.

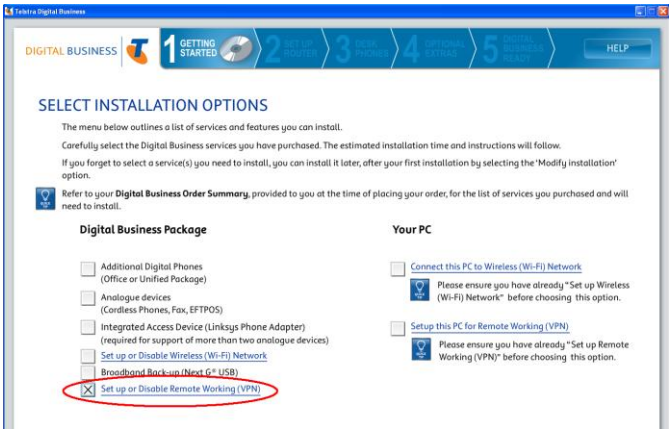

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION OPTIONS
The menu below outlines a list of services and features you can install.
Carefully select the Digital Business services you have purchased. The estimated installation time and instructions will follow.
If you forget to select a service(s) you need to install, you can install it later, after your first installation by selecting the 'Modify installation' option.
Refer to your Digital Business Order Summary, provided to you at the time of placing your order, for the list of services you purchased and will need to install.
Digital Business Package
Additional Digital Phones (Office or Unified Package)
Analogue devices (Cordless Phones, Fax, EFTPOS)
Integrated Access Device (Linksys Phone Adapter) (required for support of more than two analogue devices)
Set up or Disable Wireless (Wi-Fi) Network
Broadband Back-up (Next G® USB)
Set up or Disable Remote Working (VPN)
Your PC
Connect this PC to Wireless (Wi-Fi) Network
Please ensure you have already "Set up Wireless (Wi-Fi) Network" before choosing this option.
Setup this PC for Remote Working (VPN)
Please ensure you have already "Set up Remote Working (VPN)" before choosing this option.

Figure 9 Set up or Disable Remote Working

5. On the *Confirming Your Installation Selections* page (Figure), click on *Start Installation*.

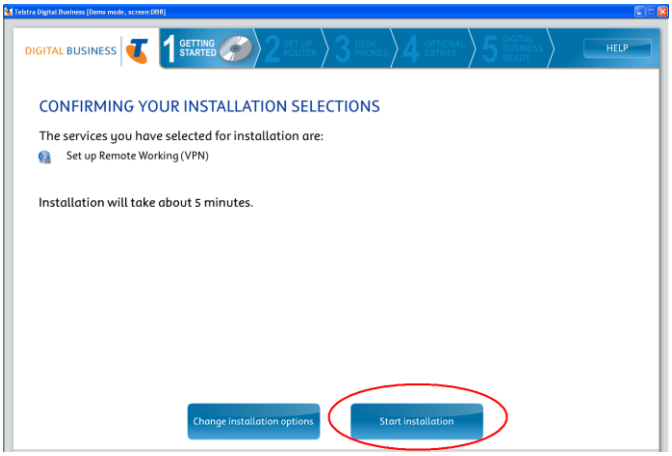


Figure 10 Confirm Selections

6. After selecting *Start Installation* you will see the following page (Figure). This page has two intermediate steps.

7. First step is to create the company's secure credentials. Complete the section Company Security by creating a unique Remote Working Group Name and Password.

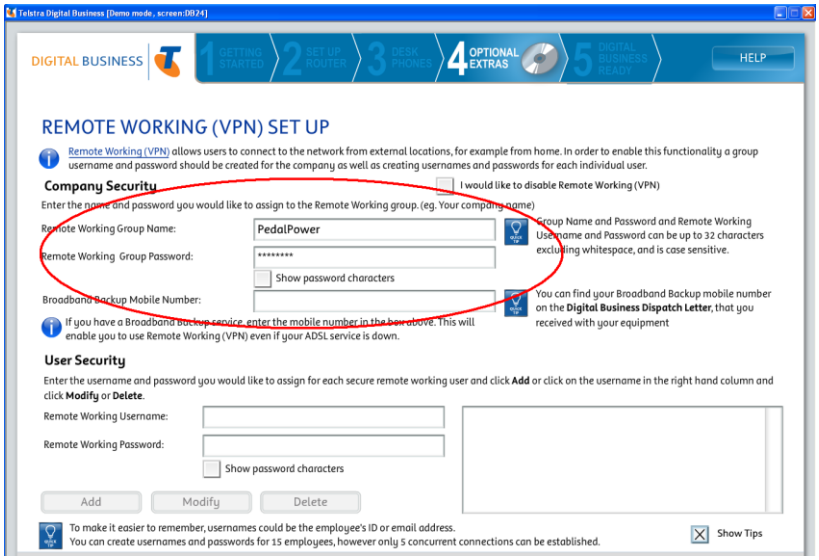
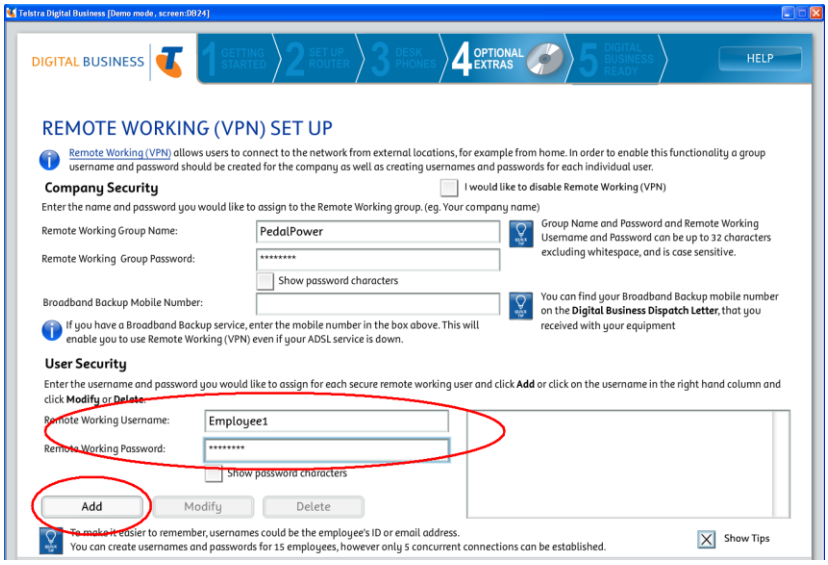

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
REMOTE WORKING (VPN) SET UP
Remote Working (VPN) allows users to connect to the network from external locations, for example from home. In order to enable this functionality a group username and password should be created for the company as well as creating usernames and passwords for each individual user.
Company Security
I would like to disable Remote Working (VPN)
Enter the name and password you would like to assign to the Remote Working group. (eg. Your company name)
Remote Working Group Name:
PedalPower
Remote Working Group Password:
Show password characters
Group Name and Password and Remote Working Username and Password can be up to 32 characters excluding whitespace, and is case sensitive.
Broadband Backup Mobile Number:
You can find your Broadband Backup mobile number on the Digital Business Dispatch Letter, that you received with your equipment
If you have a Broadband Backup service, enter the mobile number in the box above. This will enable you to use Remote Working (VPN) even if your ADSL service is down.
User Security
Enter the username and password you would like to assign for each secure remote working user and click Add or click on the username in the right hand column and click Modify or Delete.
Remote Working Username:
Remote Working Password:
Show password characters
Add
Modify
Delete
To make it easier to remember, usernames could be the employee's ID or email address.
You can create usernames and passwords for 15 employees, however only 5 concurrent connections can be established.
Show Tips

Figure 11 Remote Working (VPN) Setup - Company Credentials

8. Second step is to create usernames and passwords for each employee whom you wish to provide remote working access. This is completed under the section "User Security". Create each employee's username and password and click on *Add*.


DIGITAL BUSINESS
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2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
REMOTE WORKING (VPN) SET UP
Remote Working (VPN) allows users to connect to the network from external locations, for example from home. In order to enable this functionality a group username and password should be created for the company as well as creating usernames and passwords for each individual user.
Company Security
I would like to disable Remote Working (VPN)
Enter the name and password you would like to assign to the Remote Working group. (eg. Your company name)
Remote Working Group Name:
PedalPower
Remote Working Group Password:
Show password characters
Group Name and Password and Remote Working Username and Password can be up to 32 characters excluding whitespace, and is case sensitive.
Broadband Backup Mobile Number:
You can find your Broadband Backup mobile number on the Digital Business Dispatch Letter, that you received with your equipment
If you have a Broadband Backup service, enter the mobile number in the box above. This will enable you to use Remote Working (VPN) even if your ADSL service is down.
User Security
Enter the username and password you would like to assign for each secure remote working user and click Add or click on the username in the right hand column and click Modify or Delete.
Remote Working Username:
Employee1
Remote Working Password:
Show password characters
Add
Modify
Delete
To make it easier to remember, usernames could be the employee's ID or email address.
You can create usernames and passwords for 15 employees, however only 5 concurrent connections can be established.
Show Tips

Figure 12 Remote Working (VPN) Setup - User Security

9. Repeat the steps for each additional user who requires remote access.

> NOTE: you must inform each user of the Username and Password that you have created for them.

10. Press Next when you have created all user's credentials.

11. You will see the following **important** page (Figure). This page contains a summary of your company's remote working credentials and users that have been provided remote access.

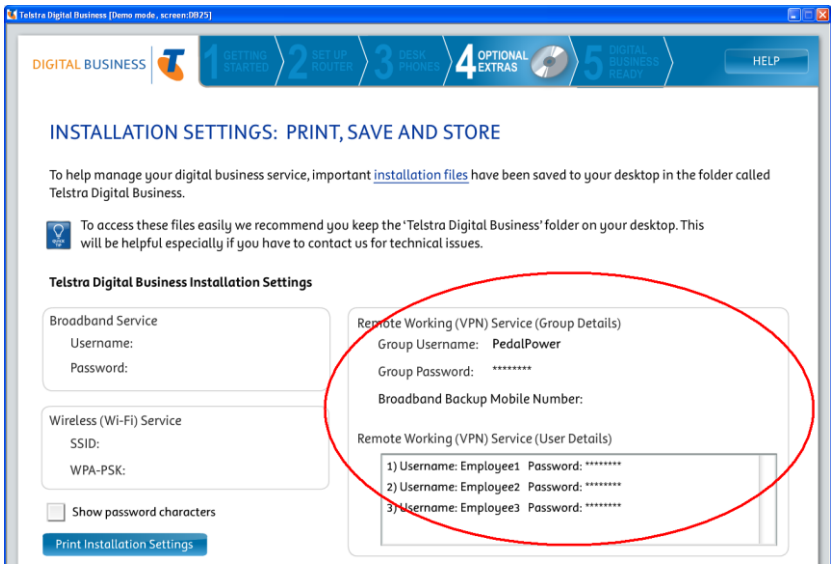

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
INSTALLATION SETTINGS: PRINT, SAVE AND STORE
To help manage your digital business service, important installation files have been saved to your desktop in the folder called Telstra Digital Business.
To access these files easily we recommend you keep the 'Telstra Digital Business' folder on your desktop. This will be helpful especially if you have to contact us for technical issues.
Telstra Digital Business Installation Settings
Broadband Service
Username:
Password:
Wireless (Wi-Fi) Service
SSID:
WPA-PSK:
Show password characters
Print Installation Settings
Remote Working (VPN) Service (Group Details)
Group Username: PedalPower
Group Password: ********
Broadband Backup Mobile Number:
Remote Working (VPN) Service (User Details)
1) Username: Employee1 Password: ********
2) Username: Employee2 Password: ********
3) Username: Employee3 Password: ********

Figure 13 Remote Working (VPN) Installation Settings

12. Click on the link named *installation files* (Figure) and you will see a list of files that have been copied into the "DOT" folder on your PC (Figure).

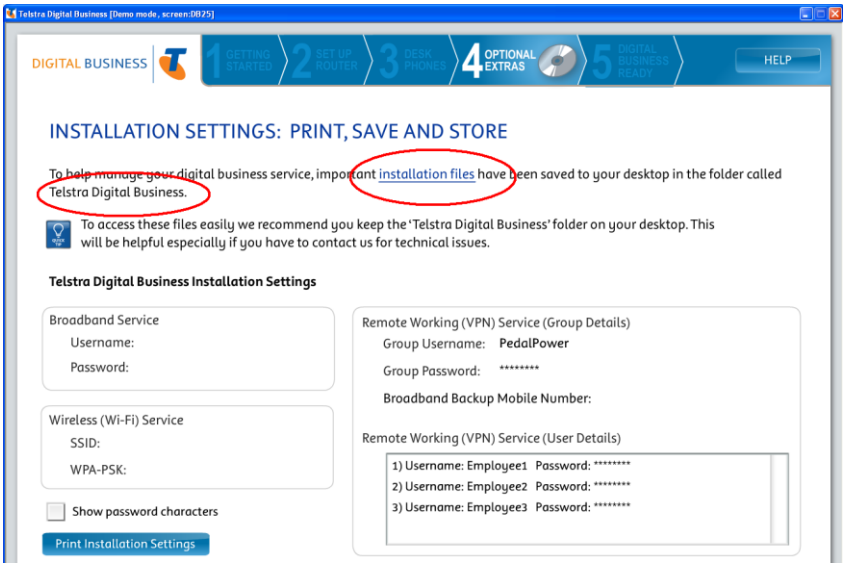

DIGITAL BUSINESS
HELP
INSTALLATION SETTINGS: PRINT, SAVE AND STORE
To help manage your digital business service, important installation files have been saved to your desktop in the folder called Telstra Digital Business.
To access these files easily we recommend you keep the 'Telstra Digital Business' folder on your desktop. This will be helpful especially if you have to contact us for technical issues.
Telstra Digital Business Installation Settings
Broadband Service
Username:
Password:
Wireless (Wi-Fi) Service
SSID:
WPA-PSK:
Show password characters
Print Installation Settings
Remote Working (VPN) Service (Group Details)
Group Username: PedalPower
Group Password: ********
Broadband Backup Mobile Number:
Remote Working (VPN) Service (User Details)
1) Username: Employee1 Password: ********
2) Username: Employee2 Password: ********
3) Username: Employee3 Password: ********

Figure 14 Installation files link

13. Now you are ready to install the remote working software on each user's PC. Prior to doing so you must provide each user with the TelstraDB.PCF file, which is found in the "Digital Business" folder on your PC. Ask each user to save this file on the PC they will use to remotely access your company's network. Click *Print Installation Settings* to have a copy of the credentials created and press *Cancel* to exit.

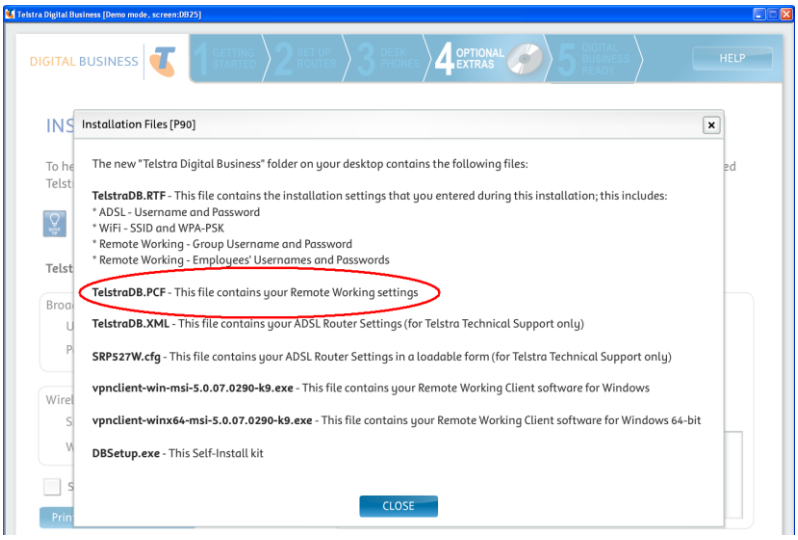

Installation Files [P90]
The new "Telstra Digital Business" folder on your desktop contains the following files:
TelstraDB.RTF - This file contains the installation settings that you entered during this installation; this includes:
* ADSL - Username and Password
* WiFi - SSID and WPA-PSK
* Remote Working - Group Username and Password
* Remote Working - Employees' Usernames and Passwords
TelstraDB.PCF - This file contains your Remote Working settings
TelstraDB.XML - This file contains your ADSL Router Settings (for Telstra Technical Support only)
SRP527W.cfg - This file contains your ADSL Router Settings in a loadable form (for Telstra Technical Support only)
vpnclient-win-msi-5.0.07.0290-k9.exe - This file contains your Remote Working Client software for Windows
vpnclient-winx64-msi-5.0.07.0290-k9.exe - This file contains your Remote Working Client software for Windows 64-bit
DBSetup.exe - This Self-Install kit
CLOSE

Figure 15 Customisation details

Set-up Remote Working Client on individual PCs

Each user's PC must be individually configured to enable Remote Working (see Note). Insert the Self-Install CD on each user's PC and follow the steps below.

BEFORE YOU PROCEED

* You must copy the TelstraDB.PCF file from the initial PC used to configure the router (see Set-up Remote Working on the Router for your Business) on to each other PC to be configured for Remote Working.

For Windows® Users

1. Press the *Next* button until you reach the screen below (Figure).
2. Select *Modify existing installation* and click *Next.*
3. Select the *Setup this PC for Remote Working (VPN)* check box (see Figure and Figure) and click the *Next* button.

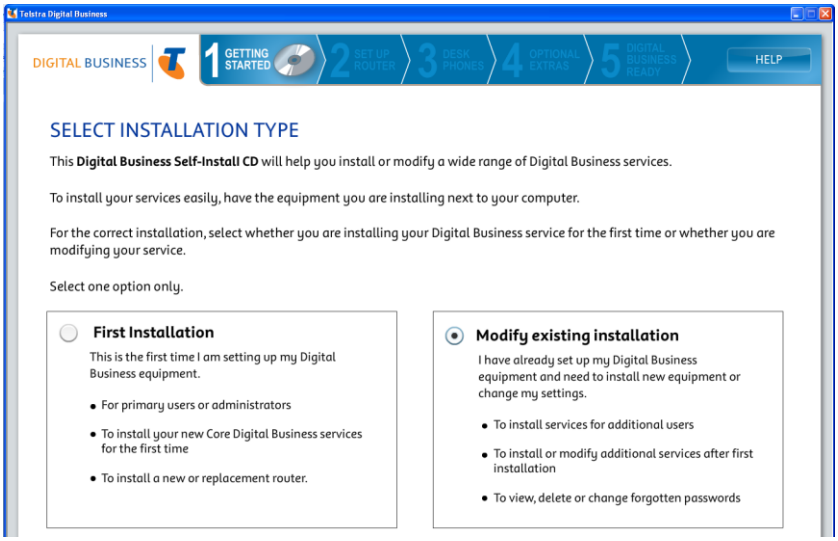

Telstra Digital Business
DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION TYPE
This Digital Business Self-Install CD will help you install or modify a wide range of Digital Business services.
To install your services easily, have the equipment you are installing next to your computer.
For the correct installation, select whether you are installing your Digital Business service for the first time or whether you are modifying your service.
Select one option only.
First Installation
This is the first time I am setting up my Digital Business equipment.
For primary users or administrators
To install your new Core Digital Business services for the first time
To install a new or replacement router.
Modify existing installation
I have already set up my Digital Business equipment and need to install new equipment or change my settings.
To install services for additional users
To install or modify additional services after first installation
To view, delete or change forgotten passwords

Figure 16 Setup Remote Working (VPN) Client on PC

4. Click *Start Installation*

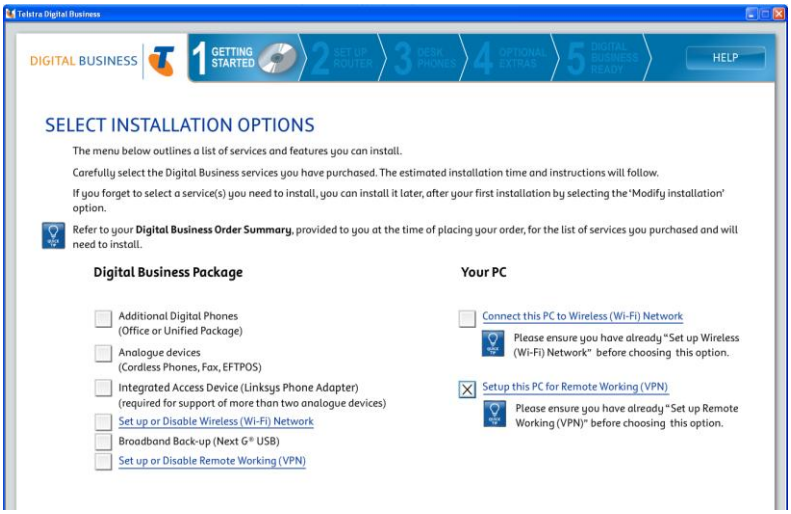

Telstra Digital Business
DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
SELECT INSTALLATION OPTIONS
The menu below outlines a list of services and features you can install.
Carefully select the Digital Business services you have purchased. The estimated installation time and instructions will follow.
If you forget to select a service(s) you need to install, you can install it later, after your first installation by selecting the 'Modify installation' option.
Refer to your Digital Business Order Summary, provided to you at the time of placing your order, for the list of services you purchased and will need to install.
Digital Business Package
Additional Digital Phones (Office or Unified Package)
Analogue devices (Cordless Phones, Fax, EFTPOS)
Integrated Access Device (Linksys Phone Adapter) (required for support of more than two analogue devices)
Set up or Disable Wireless (Wi-Fi) Network
Broadband Back-up (Next G® USB)
Set up or Disable Remote Working (VPN)
Your PC
Connect this PC to Wireless (Wi-Fi) Network
Please ensure you have already "Set up Wireless (Wi-Fi) Network" before choosing this option.
Setup this PC for Remote Working (VPN)
Please ensure you have already "Set up Remote Working (VPN)" before choosing this option.

Figure 17 Select Options

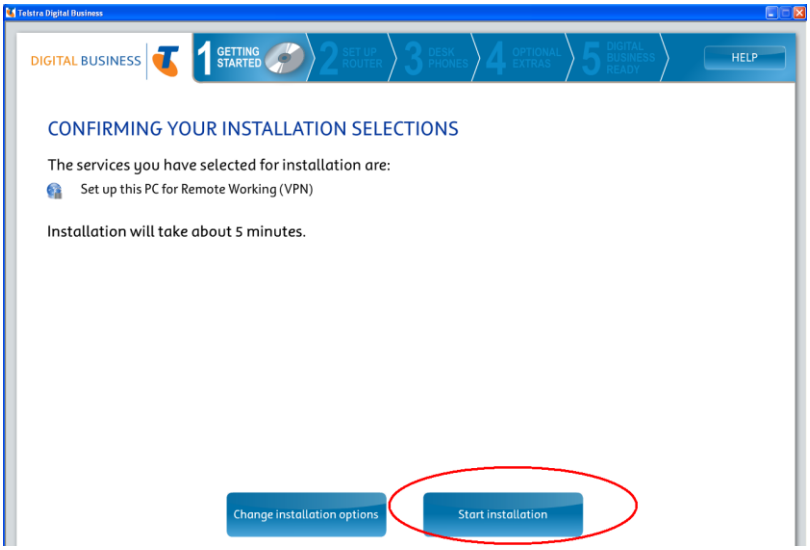


Figure 18 Confirm and start installation

5. When you see the following screen click *Locate* and select the "TelstraDB.PCF" file provided in the previous section (see Set-up Remote Working on the Router for your Business).

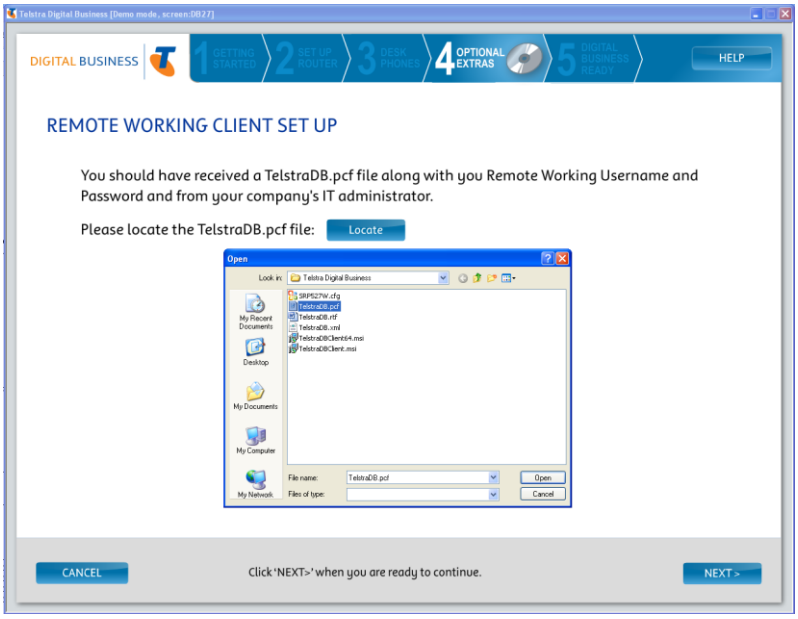


Figure 19 Client Setup

6. Click *Next*. The Installation CD will start configuring the PC and installing required Cisco® Systems VPN Client application in the PC. You will see the following screen, if the installation was successful.

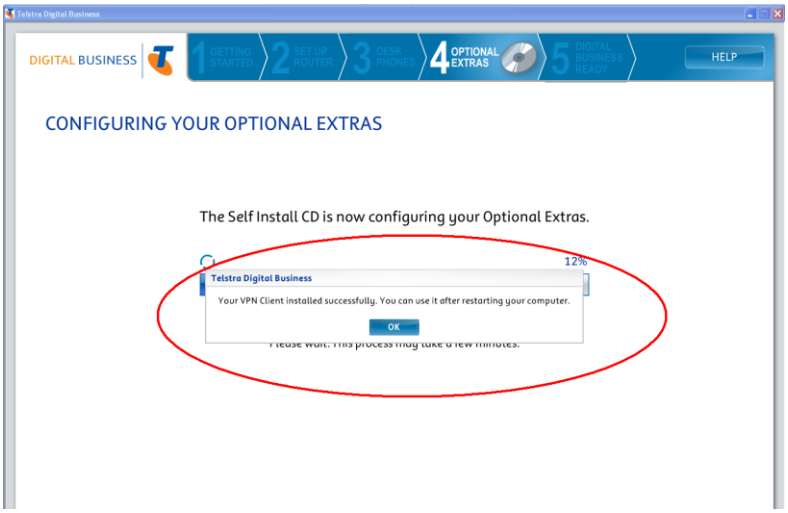

DIGITAL BUSINESS
1 GETTING STARTED
2 SET UP ROUTER
3 DESK PHONES
4 OPTIONAL EXTRAS
5 DIGITAL BUSINESS READY
HELP
CONFIGURING YOUR OPTIONAL EXTRAS
The Self Install CD is now configuring your Optional Extras.
12%
Telstra Digital Business
Your VPN Client installed successfully. You can use it after restarting your computer.
OK

Figure 20 Successful client installation

7. Click *OK* and restart the PC. You are now ready to use the Remote Working application.

For MAC® Users

> Note: Remote Working is only available for MAC OS X version 10.6 and onwards.

1. Open *Systems Preferences* and select *Network* under subsection *Internet & Wireless* (Figure).

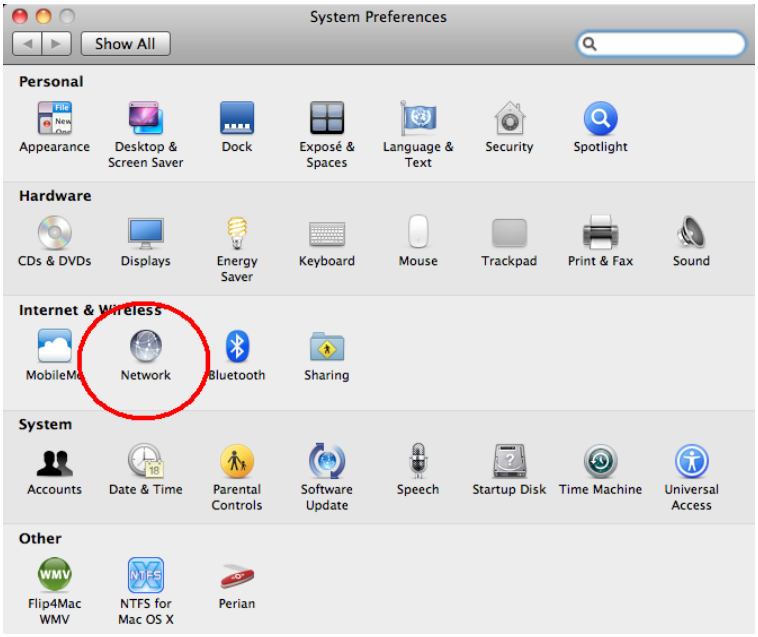


Figure 21 Apple Mac System Preferences

2. Click the "+" button in the *Network* window (Figure) to create a new Remote Working connection. The small dialog box shown in Figure will be displayed.

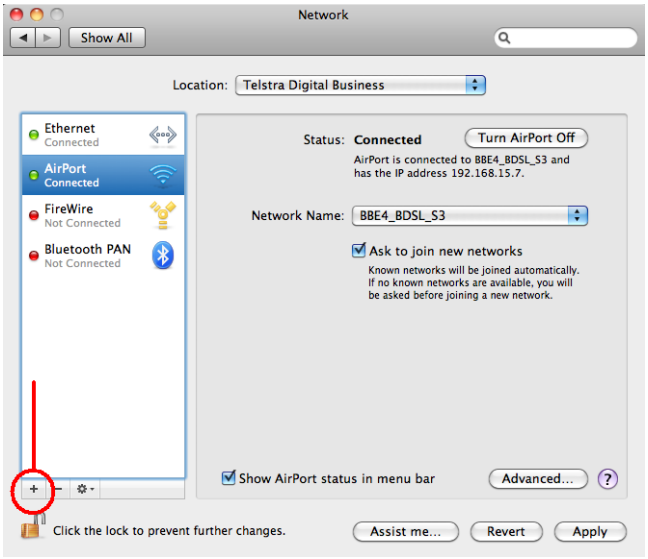

Network
Show All
Location: Telstra Digital Business
Ethernet Connected
AirPort Connected
FireWire Not Connected
Bluetooth PAN Not Connected
Status: Connected
Turn AirPort Off
AirPort is connected to BBE4_BDSL_S3 and has the IP address 192.168.15.7.
Network Name: BBE4_BDSL_S3
Ask to join new networks
Known networks will be joined automatically. If no known networks are available, you will be asked before joining a new network.
Show AirPort status in menu bar
Advanced...
Click the lock to prevent further changes.
Assist me...
Revert
Apply

Figure 22 Clicking the '+' button

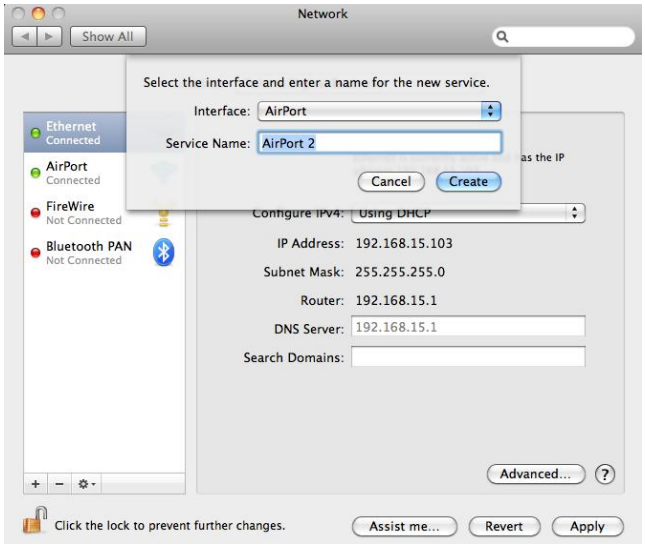


Figure 23 The Network dialog

3. Change the *Interface* to 'VPN', change the *VPN Type* to 'Cisco IPSec', and into *Service Name* enter a name of your choice (Figure).

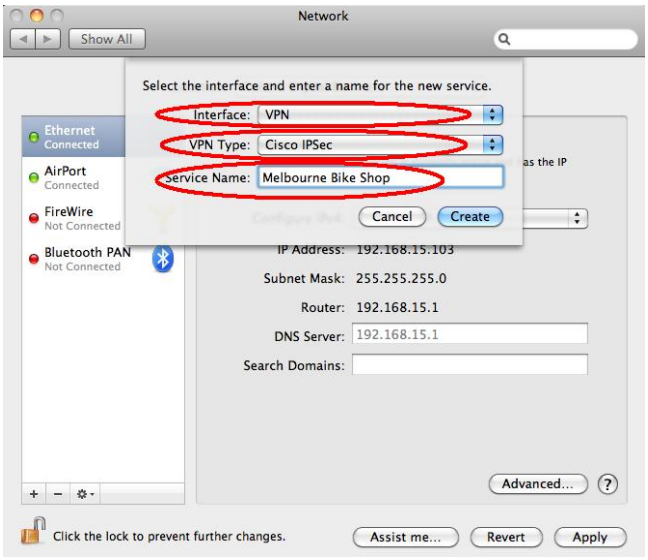


Figure 24 Setting custom details

4. Click the *Create* button and the Service will appear in the left column (Figure).

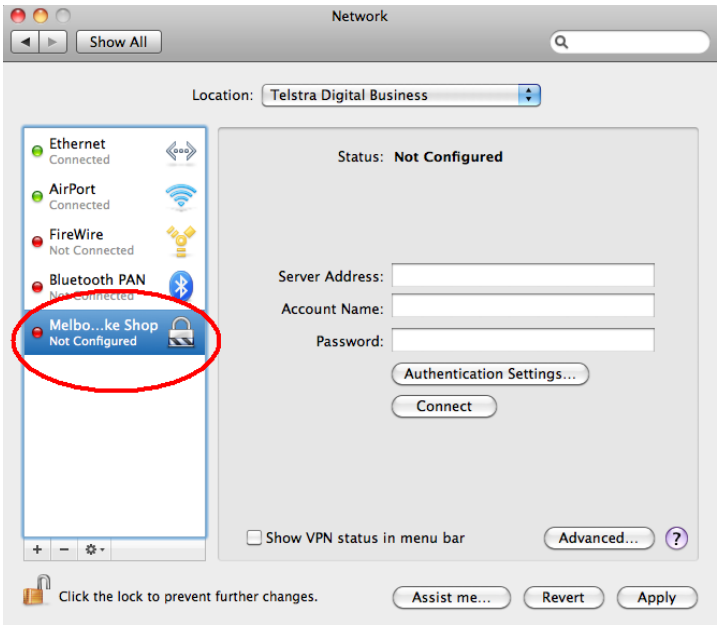


Figure 25 Network Settings Dialog

Now you are ready to configure the user's computer to remotely connect to the router. You will need the TelstraDB.PCFfile, which was provided in the previous section (see Set-up Remote Working on the Router for your Business), to complete the next steps.

1. Open the PCF file and note the following information (Figure):

- *Host* IP address
- *GroupName*
- *GroupPwd*

These are unique to your business' router.

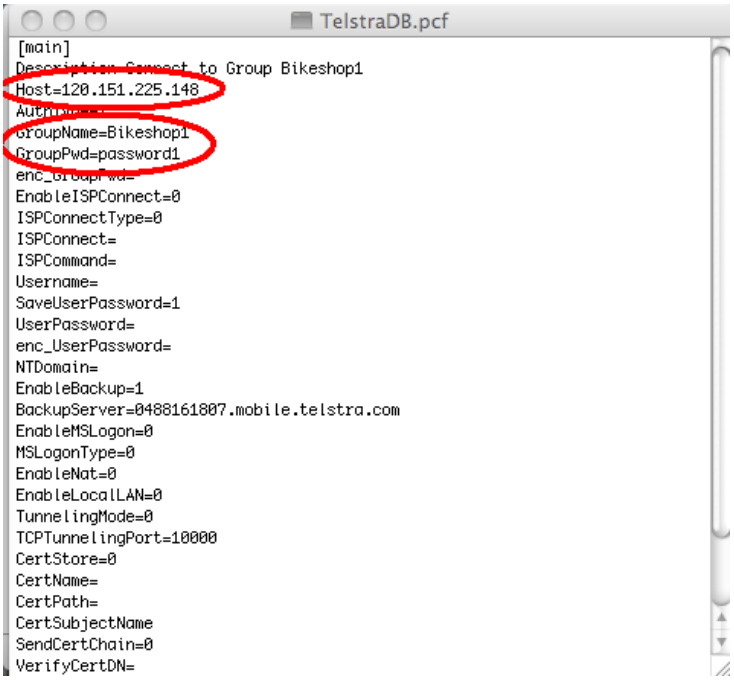
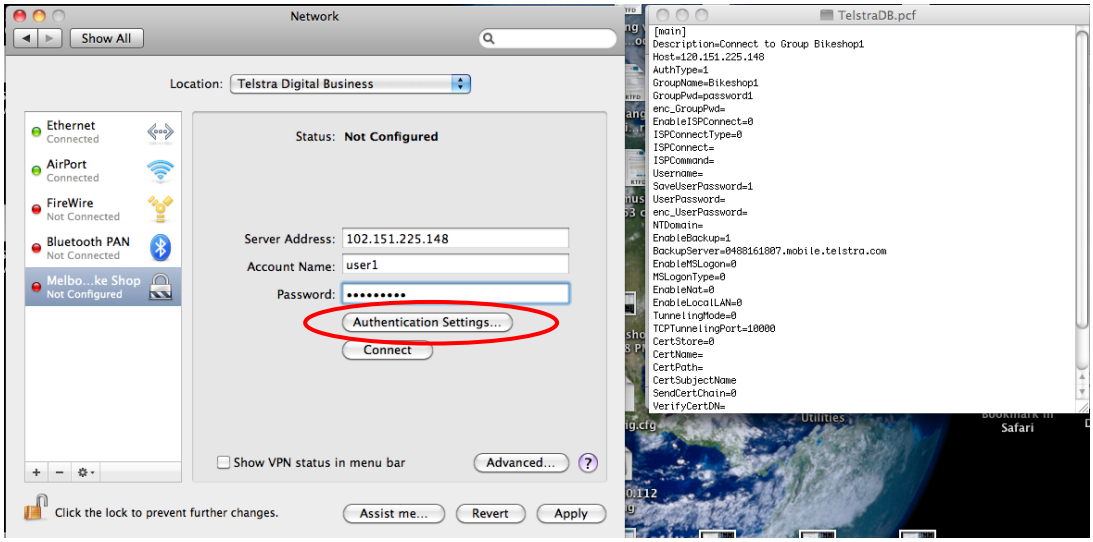


Figure 26 System details

2. Enter the following details in the *Network* dialog (Figure):

- Server Address: Use the *Host* IP address
- Account Name: Use the username created for this user
- Password: Use the password created for this user



3. Click *Authentication Settings* and the dialog box shown in Figure will be displayed.

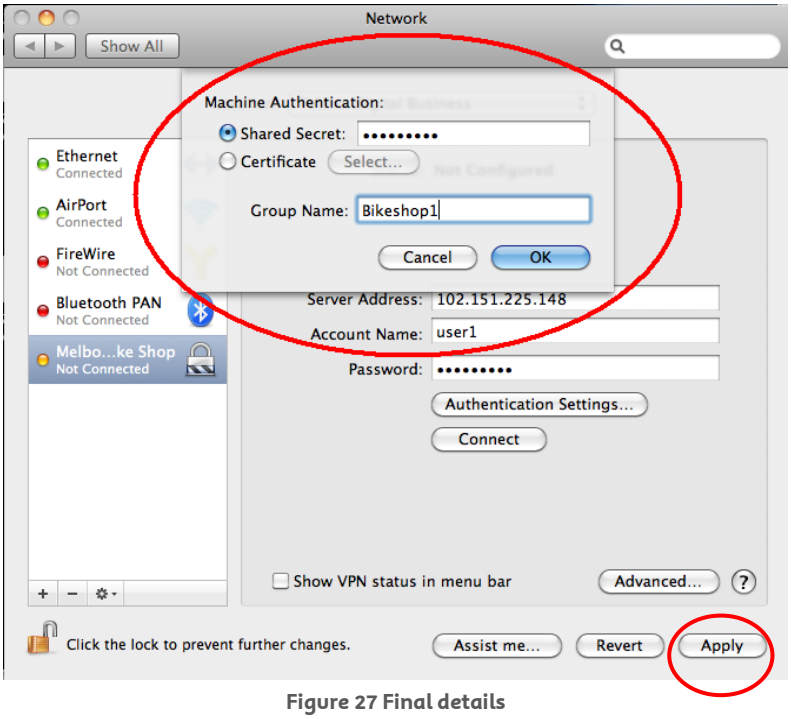


Figure 27 Final details

4. Complete the *Machine Authentication* form using the *GroupName* and *GroupPwd*
   - Shared Secret: Use the *GroupPwd* from the TelstraDB.PCF file
   - Group Name: Use the *GroupName* from the TelstraDB.PCF file
5. Click *OK* and click *Apply*.

You are now ready to remotely access the router. Test your connection by doing the following:

1. Click on *Connect* (Figure). The window shown in Figure will be displayed.

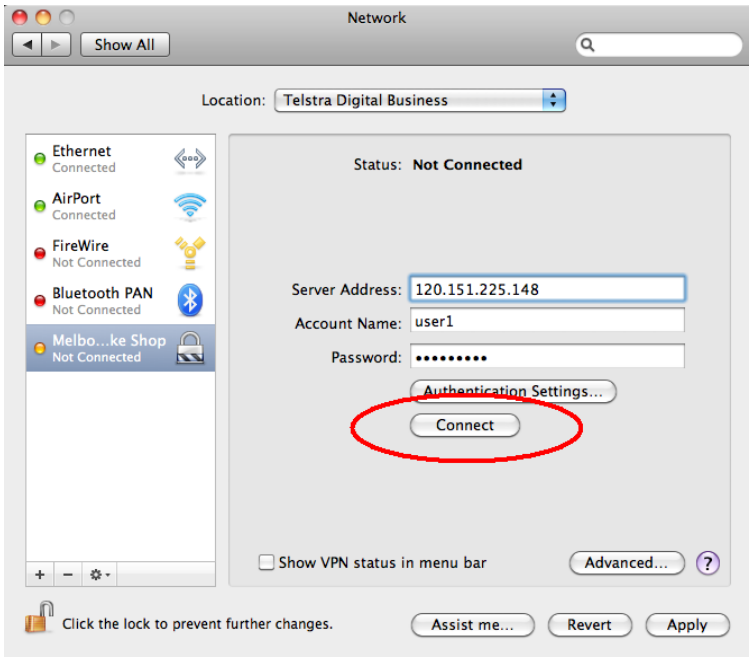


Figure 28 Connect to remote session

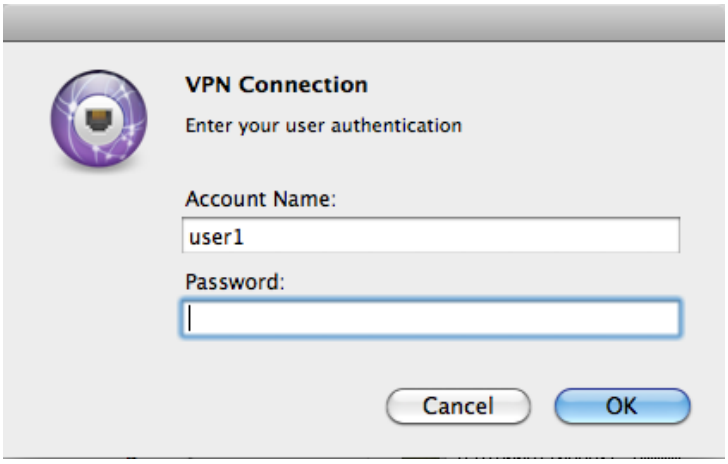


Figure 29 Remote Working (VPN) Connection login screen

2. Enter the password that was created for this user and click *OK*. If the connection was successful you will see the following:

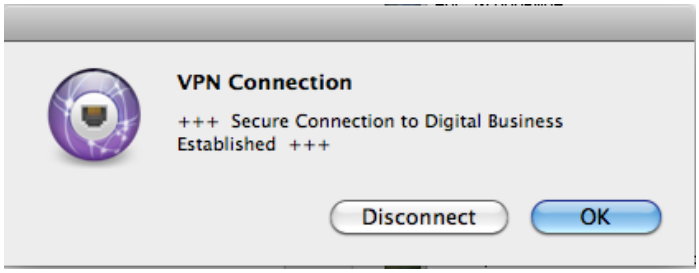


Figure 30 Successful connection

Using Remote Working

Note: To use Remote Working Client you must be connected to the Internet.

For Windows® Users

To use Remote Working, do the following:

1. Click the Windows **Start** button. Then select **All Programs**, and **Cisco® System VPN Client**, and **VPN Client** (Figure). The VPN Client window shown in Figure will be displayed.

Figure 31 Remote Working (VPN) Client icon

2. Select the *TelstraDB* and click the *Connect* icon. You will be prompted to enter your username and password.

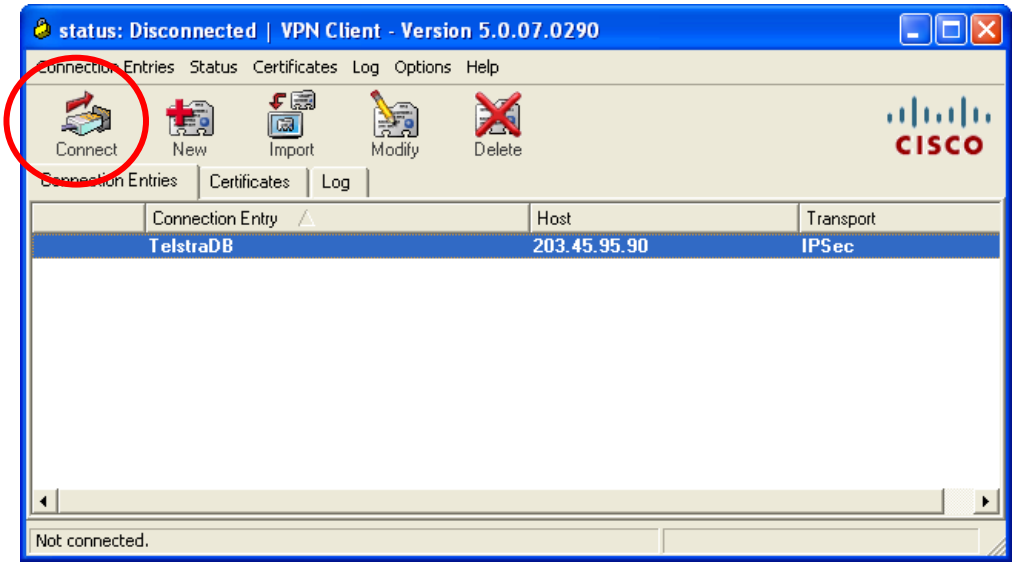


Figure 32 Remote Working (VPN) Client UI

3. Enter your username and password, that was provided to you while setting up the Remote Working Client on your PC (see Set-up Remote Working Client on individual PCs).
4. You will now be connected to your company's router from your remote location.

For Mac® Users

1. Open *Systems Preferences* and select *Network* under subsection *Internet & Wireless*.
2. Select your business' network name from the left column of the Network window.
3. Click *Connect* (Figure).
4. You will now be connected to your company's router from your remote location.

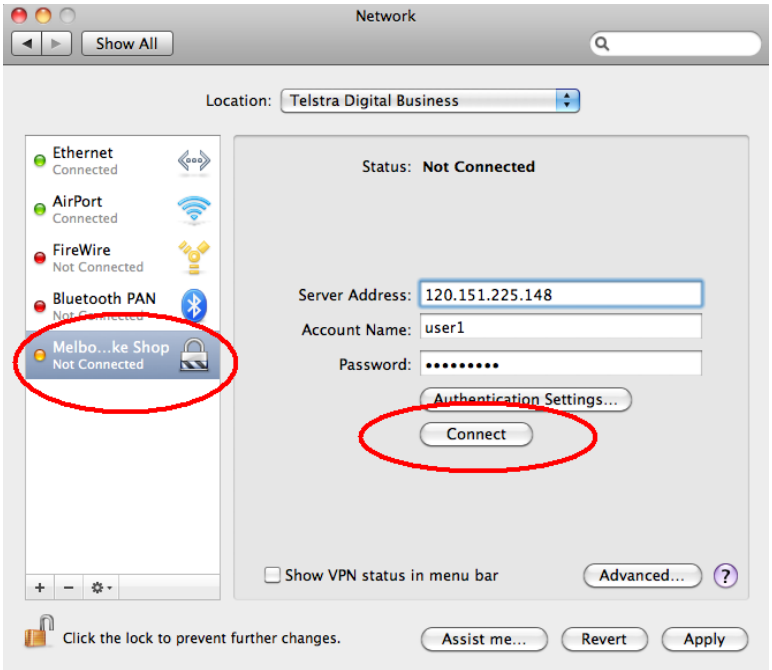


Figure 33 Connecting to the network

Section 4. Troubleshooting

Note: this section is for DOT service that has already been set up and has worked in the past. If you're having trouble setting up your service for the first time, or adding new equipment, phone us on 13 2000 and say "Digital Office Technology" when prompted.

Issues with usernames and passwords

PROBLEM	SUGGESTED SOLUTION
Lost usernames and/or passwords	If you can't remember a username or password, refer to the DOT Configuration Summary email that you received before your DOT activation. Most Telstra websites have a link to click if your password or username doesn't work. Otherwise, phone us on 13 2000 and say "Digital Office Technology" when prompted

Issues with the Internet

PROBLEM	SUGGESTED SOLUTION
Internet not working on some computers (wired)	If most of your DOT service is working, but one computer can't get access to the Internet, follow the steps below, checking for Internet access after each step. Once you have access, you don't need to continue with the remaining steps. Note: These steps are for computers that are physically connected to the router (the router is the device labelled CISCO®). If the computer without Internet is connected wirelessly, see *Internet not working on a wireless computer* below. 1. Make sure the cable connecting your computer to the router is securely plugged in to the computer and one of the four yellow LAN or WAN ports on the router. 2. Try a different yellow port on the router. Unplug the cable from one yellow port and plug it into a different one. 3. Connect a different Ethernet cable between your computer and the router. 4. Switch the computer and the router off, and wait approximately 30 seconds. 5. Switch them back on again. (The router's power switch is on the back of the router, just above the power cord.) 6. If none of the tips above help you get connected, phone us on 13 2000 and say "Digital Office Technology" when prompted.
Internet not working on some computers (wireless)	If a wireless device has lost its connection, but the rest of your DOT service is working, follow the steps below, checking for access after each step. Once you have access, you don't need to do any more steps. 1. Turn off the device or devices and the router, then wait 15-30 seconds and turn them back on again. (The router's power switch is on the back of the router, just above the power cord.) 2. Make sure that your device is close enough to the router to receive a signal, and that it's not behind thick walls. 3. Check your wireless device's documentation for help about

PROBLEM	SUGGESTED SOLUTION
	wireless connectivity, or phone us on 13 2000 and say "Digital Office Technology" when prompted.
Internet is not working at all	Follow the steps shown below. 1. Make sure that the plug for the router power supply says Output 12V. If the power supply is not 12V, the router will turn on, but will not work properly. (The router is the device labelled CISCO®.) 2. Look at the lights at the front of the router. Is the Power/SYS light on? a. YES – Go to Step 3. b. NO – Make sure that the power cable is plugged in securely, and that the router and power point are both switched on. (The router's power switch is on the back of the router, just above the power cord.) If the Power/SYS light doesn't come on, phone us on 13 2000 and say "Digital Office Technology" when prompted. 3. Make sure that all the cables to and from the router are securely plugged in to the wall and other DOT devices, e.g. your digital phones (except wireless ones). 4. If that doesn't fix the problem, turn the router off for approximately 30 seconds. Switch back on again. 5. If there's still no connection, phone us on 13 2000 and say "Digital Office Technology" when prompted.

Issues with your Digital Phone

Should you have any problems with your Cisco Digital Phone, rebooting your phone as the first step may resolve many common problems. To do this:

1. Press the **SETUP** button on your phone, scroll down and select the **Reboot** option.
2. Disconnect the power cable to the phone, wait approximately 10 seconds and then re-connect the cable plug back into the phone, and try using the phone again.

Should this first step not resolve your problem, read through the following table for a possible solution.

PROBLEM	SUGGESTED SOLUTION
Can't receive calls	1. Check that the phone is registered. A successfully registered phone will display the user's phone number or identity on the top line of the phone's LCD screen. Note: All incoming calls to an unregistered phone are diverted to the user's Voicemail. 2. Listen for a dial tone. If a dial tone is present, login into CommPilot using the phone's credentials to check the following features' settings: Call Forward Always, Call Forward No Answer, Simultaneous Ringing. Ensure these features are turned OFF or increase the number of rings assigned before the features are activated. 3. If a dial tone is not present check that the LAN cable is connected between the phone's SW port and the router. 4. If the cable is correctly connected and dial tone is still not present check that the router is switched ON and that the ADSL broadband connectivity is available. The DSL CD and DSL Data lights on the front on the router should be a flashing to indicate ADSL connectivity. Note: If you have purchased the DOT Broadband Back-up, your internet connectivity will switch to Telstra's Next G Wireless Broadband. During this period your DSL connectivity is OFF and you

PROBLEM	SUGGESTED SOLUTION
	will not be able to use your digital phones. 5. If internet connectivity is not available, please switch OFF and ON the router. This may restore the internet connection. 6. If the problem persists please contact 13 2000 and say "Digital Office Technology" when prompted
Phone has a dial tone, but faint display	If your phone's display is very faint, try increasing the contrast. To increase the phone display's contrast: 1. Press the phone's SETUP button (see the image above). 2. Press the down arrow button on the navigation key to highlight the Contrast option (option 17). 3. Press the physical button below the word Select on the display. 4. Press the right arrow on the navigation key to increase the contrast. If increasing the contrast doesn't fix the problem, phone us on 13 2000 and say "Digital Office Technology" when prompted.
Phone has a dial tone, but no ring	If your phone seems to be working, but you can't hear it ringing, try changing the ring volume or ring type. To change the ring volume, press the up arrow on the Volume key on the front of the phone. (See the image above.) To change the ring type: 1. Press the Setup key on the phone (see the image above). 2. Press the down arrow button on the navigation key to highlight the Ring Tone option (option 4). 3. Press the physical button below the word Select on the display. 4. Press the physical button under the word Change on the display. 5. Press the physical down arrow button again to see different ring types. 6. When you see the ring type you want, press the physical button under the word Select. The ring type will change. If changing the ring volume or type doesn't make the phone ring properly, phone us on 13 2000 and say "Digital Office Technology" when prompted
User can't make certain calls (e.g. to a mobile, international calls, interstate calls)	Contact your Account holder or Administrator to review the types of outgoing calls that can be made from the phone. Your administrator can change the restrictions by to logging into CommPilot as an Administrator and reviewing the Outgoing Call settings.
I can hear "beeps" and the message light is flashing in the middle of a phone call	This indicates that there is an incoming call waiting to be answered. This feature is called Call Waiting. •To answer the call press the **answer** soft key on the phone •To ignore the call press the **ignore** soft key on the phone •To switch off the Call Waiting feature enter *43 on the keypad. •To activate Call Waiting enter #43 on the keypad.
Calls divert to MessageBank® too quickly	Increase the number of rings configured for Call Forward No Answer and Third Party Voicemail Support by logging into CommPilot.

PROBLEM	SUGGESTED SOLUTION
Phone doesn't ring, however indicator light flashes	Check Ring Type is NOT set to "No Ring". •Press the **SETUP** button on the phone •Select **Ring Tone** (option 4) •Press the **change** soft key •Scroll onto another Ring type •Press the **select** soft key
Phone rings once and when you pick up no-one is there	Login into CommPilot, go to the Call Forwarding Always menu and check that 'Play Ring Reminder when call is forwarded' is not selected.
Calls are always coming through to your mobile	Login in to CommPilot and go to the Call Forward Always menu. Check if the feature is configured to forward calls to your mobile number, and switch the feature OFF.
User's Calling Line ID is not displayed for outgoing calls	Login into CommPilot and go to the Block Calling Line ID menu. If the feature is turned ON, then switch it OFF to allow your number to be displayed on outgoing calls.
Headset doesn't work	Ensure headset is plugged into the headset port on the phone. •Press the **SETUP** button on the phone •Select **Preferences** •Select **Preferred Audio Device** (option 8) •Change the display to **headset**
I'm hearing a Recorded Voice Announcement Message when making a call	Phone us on 13 2000 and say "Digital Office Technology" when prompted, for support if you hear any of the following voice announcements when attempting to make a call: "You are not able to make this call. Please contact your system administrator for assistance." "Line is not in service. Please contact your system administrator for assistance." "We're sorry your call cannot be completed at this time…please hang-up and try your call again later."
Sequential Ring and other call features not working	There is a hierarchy in these features of your digital phone. 1. Call Forward Always (CFA) will always override Sequential Ring & other call features. 2. Sequential Ring will override all other call forward options (including Call Forward Not Reachable (CFNR). 3. If a mobile phone is included in a call forward option, the number of rings before forwarding MUST be set to => 4 for the forwarding to work, due to the delay between Mobile and TIPT networks.

Issues with your Analogue Devices

PROBLEM	SUGGESTED SOLUTION
Fax or EFTPOS won't send or receive	Note: If your Internet is not working (for example, your computer can't get on the Internet), see 'Issues with Internet/Internet is not working at all' above. Follow the steps below to get your fax or EFTPOS machine back online: 1. Make sure that the cables leading from the fax or EFTPOS machine are securely in place. 2. Check the DOT Configuration email to make sure that each machine is plugged in to the correct port on your router or

PROBLEM	SUGGESTED SOLUTION
	Integrated Access Device. The DOT Configuration email was sent to you before your DOT Service was activated. After following the steps above, check whether your machine has a connection. For a fax machine, check the dial tone. For EFTPOS, consult your machine's documentation to find how to check the connection. If your machine still has no connection, phone us on 13 2000 and say "Digital Office Technology" when prompted.
Your machine has a connection, but can't send or receive	The problem is probably with the fax or EFTPOS machine, rather than with the network. Check the documentation that came with your machine, or contact your EFTPOS provider.
Internet is working but phones, fax and/or EFTPOS not working	If your everyday DSL connection has gone down, Broadband Backup will allow you to browse the Internet and get email. Your DOT phones, fax, and EFTPOS machines will not be connected on Broadband Backup.

Issues with your Broadband Backup (if purchased)

PROBLEM	SUGGESTED SOLUTION
Broadband Backup is not working	Follow the steps below, checking for Internet access after each step. Once you have access, you don't need to do any more steps. 1. If the router has been moved since the original setup, move it back. It may be getting a weak signal in the new location. If signal strength is the problem, you may be able to solve it using a special antenna that fits into the Broadband Backup device. Phone us on 13 2000 and say "Digital Office Technology" when prompted. 2. Check that the Broadband Backup device is plugged in securely to the router. 3. Check that the router is plugged in, turned on, and getting power (the "POWER/SYS" light is on). 4. Unplug the Broadband Backup device from the router, then plug it back in and wait for it to restart. 5. Turn the router off and then back on again and wait for it to restart. If you've tried the tips above, but still have no Internet access, phone us on 13 2000 and say "Digital Office Technology" when prompted.
Signal strength is weak	Try one or both of the following options: •Move other electronic equipment away from the router. This especially includes halogen lamps, as well as cordless phone bases and other devices receiving or sending radio waves. •While the Broadband Backup modem is connected to the router, move the router away from any thick walls and towards a window with a clear view of the sky.

Section 5. Acronyms, Abbreviations and Glossary

ACRONYM/ABBREVIATION	MEANING
ADSL	Asymmetric Digital Subscriber Line
CD	Compact Disc
DSL	Digital Subscriber Line
EFTPOS	Electronic Funds Transfer Point of Sale
Fax	Facsimile
GB	Gigabyte
IAD	Integrated Access Device
LAN	Local Area Network
LED	Light Emitting Diode
Mac®	Macintosh
MB	Megabyte
PC	Personal Computer (in this instance refers to both Microsoft® or Apple® based systems)
PIN	Personal Identification Number
RAM	Random Access Memory
SMS	Short Message Service
SSID	Service Set Identifier (a wireless LAN identifier)
USB	Universal Serial Bus
WAN	Wide Area Network
Wi-Fi	Wireless
WPA-PSK	Wi-Fi Protected Access – Pre-Shared Key

The following table is a brief glossary of terms used in this document.

ACRONYM/ABBREVIATION	MEANING
Ethernet	The most common type of connection used by computer networks in a LAN. Usually recognisable by the cable connecting the computer to a port at a workstation.
Router	This is a hardware device that 'routes' data from one network to another. Usually has a number of ports allowing multiple computers to connect to it.
Port	In this context, a port refers to the connection points at the back (or front) of computers and other hardware devices that allow other hardware devices to connect to via cabling. Common ports are USB and Ethernet.

Need more support?

If you have questions beyond this guide, we want to help.

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